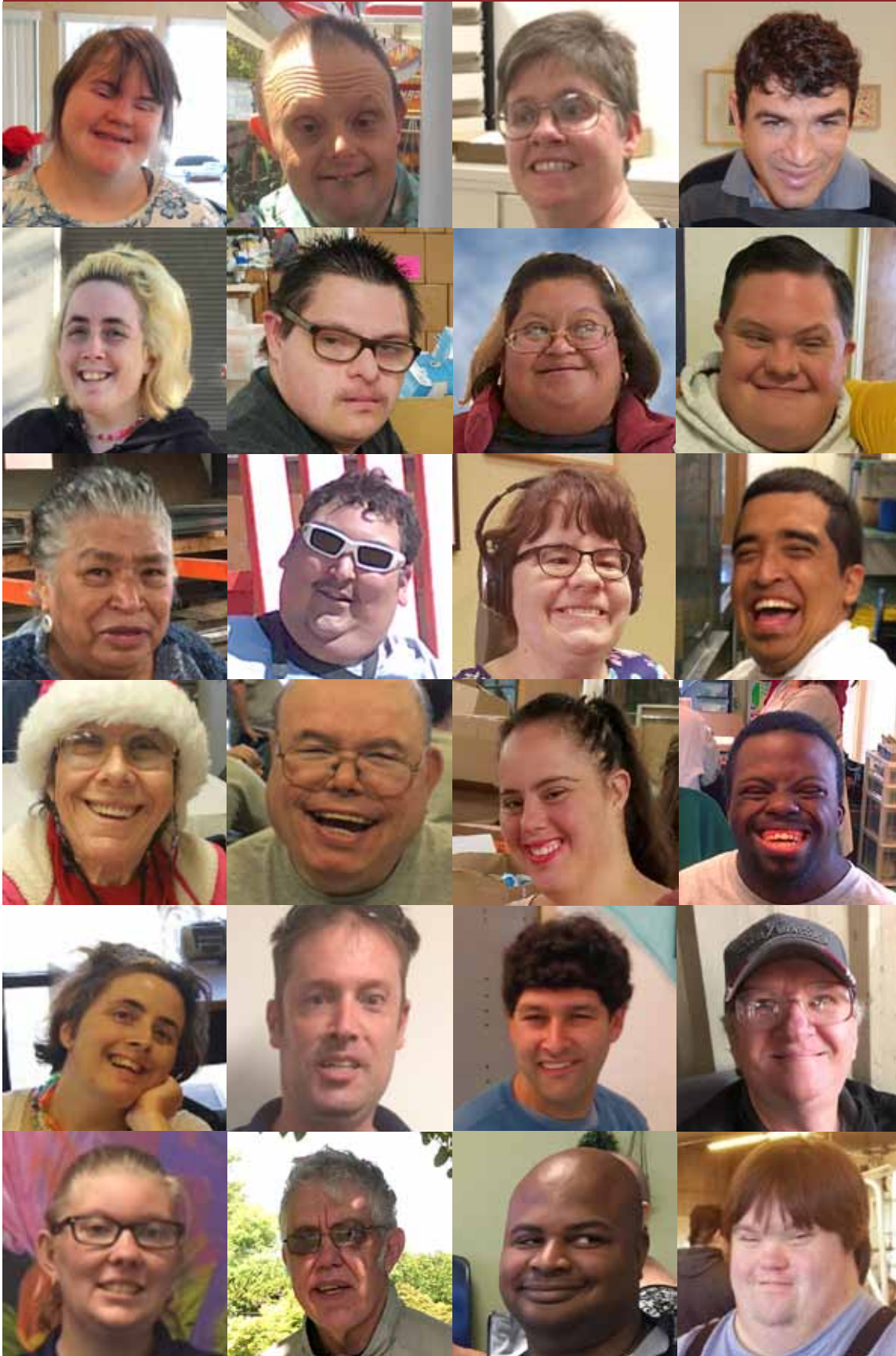


ANNUAL REPORT

2016



Napa Valley Support Services

Proud parent organization
of



IMPERIAL
WAY
PROGRAM

Napa Valley Support Services



NAPA
PERSONNEL
SYSTEMS

Napa Valley Support Services



BROWN
STREET
GALLERY

Napa Valley Support Services

Together We Make A Difference

Many Thanks to All of Our Donors

Individuals

Marie Albano-Dito
Bill Allen
Heather Almiral
Dorothy Arata
John Armstrong
Kristin Ashley
Sonja & Steve Bakalyar
Douglas & Clare Barr
Anthony Bell
Carli Bell
Tom & Jeanette Bennett
Cecilia Berg
Becky Berger
Monica Boettcher
Jason Boldt
Rhonda Borgo
George & Paula Bradshaw
Hana Callaghan
Ed Camou
Maria Cantera
Joan Carroll
Ingrid Cheng
Karen Cherniss
Tom Chiarella
Clemente Cittoni
Helma Clarkson
Gerald & Joan Cohn
Burrell Coil
Erica Conway, DDS
Colleen Cotten
Jose Cuellar
Dan Dawson
Rico Debenedetti
Ron DeLay
Nick Dolata
Nancy Duckhorn
Douglas Due
Gretchen & Mark Edwards
Jim Elder
Joyce Elliott
Rick Enos
Peggy Owens Erridge
Carolyn Fahlstrom
Beth Fairbairn
Bunnie Finkelstein
Louis Galetti
Gloria Garibaldi
Shelia Gentry
Mitchell Glotzer
Kathleen Gold
Nancy Goodin
Kristy Gordon
Jeff and Debra Gotch
Debbie Greene
Tracie Greene
Wendy Greene
Jill & Robert Greenman
Michelle Grinnell
Mary Gutierrez
Judi Hadfield
Mary Ann Hairston
Barbara Hall
Richard Hall
Peggy Hamilton

Greg and Susan Hamilton
Terri Hamilton-Gahart
Walter & Wheyting Hampe
Richard Hanf
Bob Hattaway
Mark Hawkins
Elizabeth Hawkins
Alston Hayne
Hugh Hedin
Richard & Cheryl Henry
Lynelle Heuschober
Nancy Holland
Janet Huston
Edward & Debbie Jacobson
Kimberly Jones
Misty Jones
Colette Jotter
Feng Jun Gao
James and Beth Kahiga
Joan Katz
Shirley Kear
Louise Keegan
Blanche Kelley
Kate Kirkpatrick
Jerome and Janet Knutson
Shana Kurlan
Sara Laudonia
Doris Laux
Tom LeMasters
Doug Lesko
Christina Ligouri
William & Ellen Litsinger
Bob & Joan Lockhart
Katie Lockhart
Wilfredo & Evelyn Lucindo
Marie Lyall
Joanne Mahoney & Tom Bogott
Diane Marek
Brooke Marocco
Maria S Martinez
Marcella Matak
Matthew McMann
Ashley McMullen
Kim McPherson
Wayne I Miller
Charles & Judith Munro
Mathew Nabity
Robert Nations
Randy & Marcie Neller
Michelle Novosel
Julie Nunn
Joy O'Gara
Kenny and Katherine Omlin
Linda Padilla
Gabrielle Parker
Webb Parker
Maash Pascal
Joe & Angela Peatman
Natalie Peatman
Jesse Petrick
Roger & Deb Phillips
Anita Pomeroy
Jaime Porras
Alfredo Ramirez
Susie Reedy

Carol Reynolds
Roger Riccardi
Linda Rossetti
Maria Ruiz
Dan Sarao
Benjamin & Marina Sarmiento
Dr. Daniel & Kathleen Saucy
Patty Saunders
Laura Saunders & Jim Hasik
David Sawyer
Rex & Lucretia Sawyer
Tim Seberson
Ray Sercu
Doug Shafer
John Shea
Kathy Shea
Katherine Healey Silva
Joan Simpkins
Steve Smircich
Laura Srebro
Anne Stotesbery
Sheila Tabilon
Gene & Barbara Thacker
Katharina Thompson
Francesca Tillman
Presley Troendly
Sean Tsui
Mary Ann Turrentine
Greta Vallerga
Adriana Vargas
Ali Vaziri, M.D.
Delia Viader
Chris Vilchez
Bob and Carolyn Wallin
Ernie Weir
Lee Foley Weisenfelder
Dean Williams
Christina Williamson
Nancy Wilson
Marvin & Karen Winograde
Tess Woodbury
James & Virginia Wright
Heidi & Richard Yamate-Morgan
Katharine Zanatta

Businesses, Foundations & Organizations

Alpha Omega
Alternative Telecom Solutions
Awaken Authentic Chinese Massage
Back Room Wines
Bank of Napa
Bell Wine Cellars
Benessere Vineyards
Burger Fi
Burgess Cellars
Calistoga Inn
Ca'Momi Enoteca
Clos Du Val Winery
Cole's Chop House
Columbian Foundation for People with Intellectual Disabilities, Inc.
Compadres Rio Grille
Crane Family Vineyards
Da Due

di Rosa
Domaine Carneros
Downtown Joe's Brewery and Restaurant
Duckhorn Vineyards
Exertec Health & Fitness
First American Title Company of Napa
Fрати Gelato Café
Frog's Leap Vineyards
Fume Bistro and Bar
Geyser Peak Winery
Goldberg Family Trust
Golden Haven Hot Springs Spa & Resort
Greenhaus Day Spa
Hagafen Cellars
Honig Vineyard & Winery
Jarvis Conservatory
Judd's Hill Winery
Kitchen Door
Ladera Vineyards
Marie Lyall Shoes
Mark Herold Wines
Meadowood Napa Valley
Mount View Hotel & Spa
Moving Forward Towards Independence
Napa General Store
Napa Red Cab
Napa Valley Balloons, Inc
Napa Valley Community Foundation
Napa Valley Physical Therapy Center
Napa Valley Unitarian Universalist
Napa Valley Welcome Club
NonProfit Unemployment Fund Services
Oakville Ranch Vineyards
Options 3, INC.
Paradigm Winery
Patz & Hall
Peju Winery
Pizzeria Tra Vigne
Platypus Tours Ltd
River Terrace Inn
Rombauer Vineyards
Rutherford Grove Winery
Schramsberg Vineyards
Sequoia Grove Winery
Shafer Vineyards
Silverado Vineyards
St. John's Institute #26
Staglin Family Vineyard
The Beaded Nomad
The Sorting Table
The Westin Verasa Napa
Truist
Turley Wine Cellars
UBS Compass Financial Group
United Parcel Service
United Way California Capital Region
Viader Vineyards & Winery
Waddell & Reed
William Hill Estate Winery
YoBelle
ZD Wines

Executive Director Message

Together We Make A Difference

These are exciting times at Napa Valley Support Services (NVSS) and in the Developmental Disabilities System. California is in the process of developing a revised State Plan that will be submitted to the Federal Government for approval. This plan will document the process California uses to make certain our system is in compliance with Federal mandates from the Centers for Medicare and Medicaid Services, which will influence changes in a variety of systems. These changes will ensure agencies offer necessary support so all individuals are able to fully participate in all of the opportunities they choose.

NVSS is already making changes to meet these mandates, and staff are working hard to improve the services we provide to individuals we support. NVSS will apply for a grant from the Department of Developmental Services that will assist us to more effectively provide our clients with person-centered programs and opportunities.

NVSS participated in legislative rallies at the State Capital in 2015. The individuals we support and their family members wrote compelling letters on behalf of Direct Service Providers. Thank you to everyone who participated! In response to this tremendous outpouring, the legislature passed Assembly Bill No. 1 - Developmental services: Medi-Cal: funding. This bill will, along with other incentives, provide pay increases for Direct Service Providers. The Department of Developmental Services (DDS) is collecting stakeholder feedback to provide guidance on the implementation and reporting of these funds. NVSS is excited to provide much needed raises to Direct Service Providers, like Instructors and Job Coaches, for the amazing job they do every day!

I hope you enjoy this Annual Report and encourage you to visit the NVSS Facebook page and website for more information, including our Strategic Plan, most recent Financials, and the many success stories that may include you or someone you know.

Sincerely,
Beth Kahiga, MRA
Executive Director
707.253.7490
Beth@NapaValleySupportServices.org
www.NapaValleySupportServices.org

Board of Directors

President	Robert Nations
Vice President	Stephen Bakalyar
Secretary & Treasurer	John Shea
Director	Marta Amaton
Director	Elizabeth Hawkins
Director	Laura Srebro



Napa Valley Support Services

Please visit our website for Financial Information.
From the homepage click on the About tab and then NVSS Financials.

Also visit our website for our Strategic Plan
and other information about
Napa Valley Support Services.

www.NapaValleySupportServices.org



IMPERIAL WAY PROGRAM

Napa Valley Support Services

*Transition of 80+ individuals from
earning sub-minimum wage to
earning minimum wage*

Success stories happen every day at Imperial Way. Check out the NVSS Facebook page or the website blog to catch glimpses of people tending the vegetable garden, enjoying homemade spaghetti made during a cooking class, or NVSS T-shirt day!

For this report, Phoebe is in the spotlight, as she has proven herself invaluable to the maintenance of



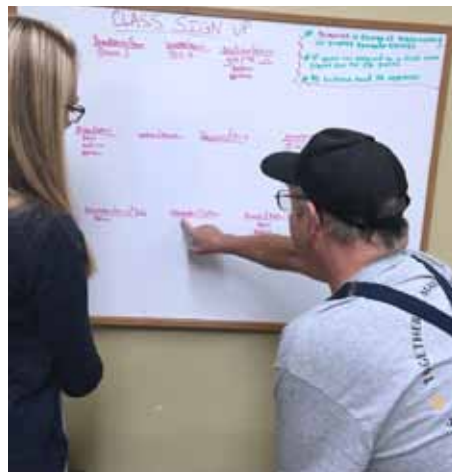
everyday business at Imperial Way. Phoebe joined Imperial Way in 2012, after several successful jobs

in the community. Over these past four years, she has quickly taken the skills she learned as a courtesy clerk and theater employee to effortlessly take on a large amount of responsibility as the Vocational Aide. She earns \$10.00 an hour and works 15+ hours per week.

Phoebe's main duties include the upkeep of the work area, stocking the bathrooms, and clerical tasks. She takes on extra duties regularly like running laundry, making training packets, and general program organization. Phoebe is also a skilled artist who creates ceramic art and acrylic paintings. When asked her ultimate

goal for life, Phoebe said, "to create and sell my own artwork in a gallery that I own." For now, Phoebe says, "I like the atmosphere" at NVSS and "I love my responsibilities. Having challenging work makes me feel important."

Over this past year Imperial Way has introduced innovative, person-centered classes that give people the opportunity to choose every day what they want to learn or do, and who they want to be with that day! Everyone loves this morning routine; you can see individuals at the whiteboard deciding how they would like to spend



their day. Requests include the following: Cooking, Relaxation, Beauty, Dance/Exercise, Walking, Computer, Newsletter, Art, Advocacy, Basic Skills, Budgeting, and Nutrition. New classes are developed regularly based on surveying and feedback from attendees.

In-house activities are just a small part of Imperial Way. When commu-



nity opportunities arise, informational flyers are created to gauge individuals' interest, and Imperial Way develops and facilitates these activities accordingly. Some of the activities included taking Napa Valley College classes, Gardening in a community plot, Recycling Club, going on rides at the Napa Town & Country Fair, gambling at River Rock Casino, participating in political rallies in Sacramento, visiting local legislators to educate them about people with disabilities, selling crafts and enjoying the local Farmers Market, Giants Game at AT&T park, bowling at Napa Bowl, playing laser tag at Scandia, and more!

The proudest milestone this year was the transition of 80+ individuals from earning sub-minimum wage to earning minimum wage. People are pleased to see an increase in their paychecks and have more money to spend! See the list in this report of over 60 employers who offer employment to NVSS!

For questions about hiring our Imperial Way Program for services at your home or business contact Kayla Irish at (707) 253-0400 or Kayla@NapaValleySupportServices.org.



BROWN STREET GALLERY

Napa Valley Support Services

We serve many individuals who make great strides toward becoming more independent

This year has been full of new adventures for Brown Street Gallery with the introduction of a volunteer program and a photography class, as well as stellar Farmers Market sales!

Individuals at Brown Street started volunteering for Meals on Wheels. They deliver and serve meals to people who might otherwise go hungry. The opportunity began with two groups, one serving and one delivering. It was so popular that now three groups deliver four times a week, as many as 27 meals! The servers enjoy it so much they now go twice a week. The Meals on Wheels volunteers are



proud of their community service. To quote Alex, "I love it! I like serving the people."

In the newest photography class, a professional photographer is teaching participants "to explore the process of seeing. To activate the brain to focus on little things, such as color, shapes, light and shadows." The works were showcased at the September 14th "From the Garden" event. The exhibition will be in the gallery until October 26th.



The next event is our Holiday Sale in November, so keep an eye out for date and time. Stop by our booth at the annual Yountville Winter Wonderland Arts and Gift Faire November 5, 2016 from 9:00-3:30 at the Yountville community Center.

The Imperial Way/Brown Street Gallery Booth at the Napa Farmers Market had its most successful year to date! This year marked an unprecedented change to the market schedule; we are now running the NVSS booth every Tuesday from May 1st through October 31st. This meant a significant increase in sales (over double the earnings from past years) as well as increased access to the market for all involved!

Brown Street Gallery serves many individuals who make great strides toward becoming more independent. This year, we would like to tell you about Mike. Mike began attending Brown Street Gallery in 2011. We were told that Mike was a bit shy and not very adventurous. At the beginning he interacted with only one BSG staff member, preferring to eat away

from everyone in the program, and choosing not to go on community excursions. Through the development of a communication plan with Mike, he was able to identify what he needed to form meaningful relationships and experience new things.

Today Mike enjoys going to the Farmers Market, local stores, and the Senior Center. He eats lunch in the studio with his friends and participates in a sign language class. Mike



has blossomed into a social butterfly! From the smile on his face you can see that he thoroughly enjoys

saying "Hi" and giving high fives to friends.

The level of comfort and trust Mike has developed with his friends and staff at BSG will definitely lead to new adventures. His latest step has been participating in the Brown Street Gallery volunteer program delivering meals. Next may be class at Napa Valley College! Check out our Facebook Page or website to see what's next!

To be added to our mailing list, contact Emmy Lesko at (707) 255-8523 or Emmy@NapaValleySupportServices.org

Please Support Employers who Support Individuals with Disabilities

Crew Job Sites

American Red Cross – St. Helena
 Andrews & Thornley Construction, Inc.
 A. T. & T.
 Bayberry, Inc.
 Becoming Independent
 Disability Services & Legal Center
 City of American Canyon Wastewater Plant
 City of American Canyon Corporation Yard
 Creative Behavior & Educational
 Momentum Office
 Devlin Road Transfer Station
 Gallagher & Miersch, Inc.
 Gymnastics Zone
 Lixit Corporation
 Napa Sanitation District
 Napa Valley College
 Napa Recycling & Waste Services
 North Bay Regional Center
 Occidental Technical Group
 Parents Can Office
 Robert Louis Stevenson Plaza
 Vintage Estates
 Villagio Inn & Spa
 Vintage Inn
 Wendy's Restaurant
 Housekeeping Sites (10)
 Yard Maintenance Sites (30+)

Individuals' Job Sites

A-1 Integrity Carpet Services
 Aegis Assisted Living
 BurgerFi
 CA Department of Rehabilitation
 Cameo Cinema Theatre
 Century Napa Valley Theater
 Carl's Jr.
 Community Connections
 CVS
 Dog World
 Exertec
 Evans Transportation
 Frank Janitorial Services
 Food Shed Pizza & Pasta
 Goodwill Industries – Redwood Empire
 Home Depot
 Napa County IHSS
 Jack in the Box
 Jamba Juice
 Lucky Stores (2)
 Marshalls
 McDonalds- Sonoma Blvd. Vallejo
 Meritage Resort
 Mezzetta
 Napa River Inn

Napa Valley College
 Napa Valley Hospice & Adult Day Services
 Napa Valley Sew and Vac
 Nob Hill Foods
 Parents Can
 Pizza Hut
 Raley's Supermarket
 Safeway Stores (Napa, American Canyon)
 Silverado Veterinary Hospital
 Solage Hotel & Resort
 St Helena Hospital
 TRB & Associates
 Taco Bell (2)
 North Target Store – Bel Aire Plaza
 South Target Store-205 Soscol Ave
 Trincherro Family Estates
 Uber Inc
 Vallerger's Market
 Vintage Estates
 Wedgewood Napa Valley
 Walgreens
 Walmart (Napa & American Canyon)
 Whole Foods Market

NPS Effectiveness, Efficiency & Satisfaction Report

SUPPORTED EMPLOYMENT	FIGURES ARE PERCENTAGES						
	1/16-6/16	7/16-12/15	1/15-6/15	7/14-12/14	1/14-6/14	7/13-12/13	1/13 - 6/13
EFFECTIVENESS GOAL: 50% of individuals placed will be placed within 90 business days.	75	75	75	60	86	80	75
75% of individuals placed will be placed within 120 business days.	88		75		86	NA	75
100% of individuals placed will be placed within 180 business days.	88	100	100	100	86	NA	92
EFFICIENCY GOAL: 95% of individuals are contacted within 5 business days of referral.	100	100	100	100	100	100	100
95% of individuals will have weekly contact.	100	100	100	100	100	100	100
SATISFACTION GOAL: 95% of individuals placed express overall job satisfaction.	100	100	100	100	100	98	93
90% of individuals are satisfied with the hours they are working.	100	92	100	99	99	98	86
95% of individuals are satisfied with NPS support.	100	100	96	100	100	100	93
EMPLOYMENT SERVICES							
EFFECTIVENESS GOAL: 50% of individuals placed will be placed within 90 business days.	60	96	50	50	69	74	64
75% of individuals placed will be placed within 120 business days.	90	82	57	69	93	9	64
100% of individuals placed will be placed within 180 business days.	90	86	79	100	93	17	93
EFFICIENCY GOAL: NPS will contact a minimum of 95% of individuals referred within 5 business days of referral.	100	100	100	100	100	100	100
NPS will maintain weekly contact with a minimum of 95% of individuals on referral list.	100	100	100	100	100	100	100
SATISFACTION GOAL: 95% of individuals are satisfied with NPS support.	100	100	96	100	100	100	100
95% of individuals feel they have enough contact.	100	100	92	100	100	100	100



NAPA PERSONNEL SYSTEMS

Napa Valley Support Services

*Currently, NPS is working with
65 employers in the Napa Valley*

Chris started working with Napa Personnel Systems (NPS) in 2009 at the age of 22. He was quiet with a million dollar smile that lit up a room! As part of getting to know clients, NPS asks all individuals to describe their dream job. Chris wanted to work at Walmart or the Holiday Inn, so NPS assisted Chris in completing a series of work assessments, including Walmart and the Holiday Inn Express. Chris struggled with his communication and making himself understood. His potential was clear – he was on time, and eager to learn the job and earn a paycheck! And yet, it was just not his time to get hired by either of these employers.

Chris started attending the Imperial Way Day Program to develop his skills so he could get his dream job. At Imperial Way he landed a great position with local gourmet bean company Rancho Gordo, earning minimum wage. Chris was successful in this crew work setting for the duration of the job. When the job ended, he worked on a variety of other crews at Imperial Way earning minimum wage including the Yard Crew, Napa Waste and Recycling, and Rohlffs Manor. He also moved into his own apartment in Napa with independent living services from Community Connections. Chris was on his way!

Chris was satisfied with his jobs at Imperial Way and his eyes continued to be on bigger things for the future,

like making more money and working more hours. Chris is well liked by others and his charming personality endears him to all, which is a great soft skill when looking for a job. NPS staff kept Chris in mind for all employment leads that were suitable for him.



In March 2016, his goal from seven years earlier was achieved when he became independently employed at the Napa Walmart as a Cart Attendant! He has been very successful at this job with the support of a job coach. He is working the amount of hours that he wants at the wage that he wants. He learned to use the Walmart application on his cell phone that allows Chris to check his schedule weekly and to schedule time off. Chris also completed his first training module that includes learning how to manage hazardous materials, emergency preparedness, and working with damaged electronic carts.

The Walmart Human Resources Manager describes Chris as “such a hard worker... and he has the nicest smile I’ve ever seen.” Chris can frequently be spotted in the Wal-Mart parking lot during the day greeting customers who know him by name. One of his current goals is to complete all of his computer training modules. He will then be able to work in other departments in the store. Chris would like to try stocking shelves next!

NPS knows Chris will go much further in the future. Chris’ ultimate goal is to get a driver’s license and work on cars. Chris dreams one day of working for the railroad industry. He has always thought he would make a great railroad employee and maybe one day that dream will come true for Chris.

Chris was one of the many members of the NPS sponsored weekly Job Club at Imperial Way to promote community employment and to teach people what opportunities await them! Currently there are five people who work on crews at programs and are trying community work assessments. This is how Chris got his start and we can’t wait to see what the future holds for all NVSS clients! Look for these and other success stories on Facebook!

For questions about Napa Personnel Systems or Tailored Day Services, please call Jeannie Smith at (707) 253-7490 or e-mail her at Jeannie@NapaValleySupportServices.org



Napa Valley Support Services
1700 Second Street, Suite 212
Napa, CA 94559
Tel: 707.253.7490
Fax: 707.253.8303
www.napavalley-supportservices.org



Napa Valley Support Services was started by a group of concerned parents who wanted meaningful activities for their children and has since grown from a single day program for 10 adults into three programs that provide services to more than 375 individuals with disabilities annually.



Raise money for NVSS just by searching the web and shopping online.

